

**25. Please identify "other" who resolved the issue.**

**Wave 1**

1. They have not been resolved.
2. Not resolved. Still being looked into.
3. Office of Business and Finance
4. unknown
5. Dept HR
6. Still an issue
7. Our own in house procurement team when I was in General Services
8. Line staff figured out work arounds.
9. issue is still unresolved
10. Our Procurement Office, Fiscal, and General Services
11. No one resolved. After long period, "processing" completed.
12. Agency procurement officer
13. Co-Worker
14. superuser
15. Found out button did not work, reentered travel
16. co-workers
17. Problem resolved itself overnight. No one on the help desk or Edison staff did anything that I know of.
18. Not really resolved. Came up with own ways to resolve issues.
19. other staff
20. Our Procurement staff
21. Our Asst Director of Accounting
22. all

23. Samantha Perkins
24. Human Resources Supervisor
25. co-worker
26. Spoke to other state agencies to see how they resolved
27. Information Sys. staff
28. Flexible Benefits Staff
29. Procurement Office
30. F&A Office of Business and Finance
31. super users
32. Purchasing content Team and Purchasing Bidder Registration
33. To my understanding I have to indicate what to pay on the invoices by noting Value only.
34. no one has resolved these issues. with TA's and travel, we continue to click buttons at random until something goes through.
35. coworkers
36. people in other departments, locations and agencies
37. Dept of Ed Accounting Staff
38. issues not resolved..
39. 98 percent of the time issues are resolved by trial and error
40. Central Office
41. Issue has not been resolved - we are still waiting for resolution.
42. On a couple of occasions we had to start over and enter a new requisition bc/ the error could not be corrected
43. jessica
44. Have had no issues in the past 2 weeks
45. purchasing division has resolved some issues if they can
46. No issue is not resolved

47. TIME
48. Shared Services Solutions
49. Marcy Damon with Edison is working to resolve the issues.
50. Procurement Officer
51. co-worker
52. Content Management Group
53. staff in office
54. purchasing
55. Co-workers

### **Wave 2**

1. Purchasing
2. Specially trained person in Accounts Payable
3. I had to wait until the Edison System was working.
4. fiscal staff at our other field offices
5. Contacts that I have from Wave 1, Primarily Mr. George Street Military Procurement Director. If anyone can make this work, he can. George and his team has been fundamental in helping me overcome many obstacles, he has helped greatly
6. Associates from other departments that have had a similiar problem.
7. Central Office staff
8. Co worker
9. Issue has not been reported, in past situations it has resolved itself.
10. Not resolved
11. Our designated SME has worked with me and Edison staff to resolve issues as they arise
12. I don't really know...was transferred to several people.
13. Procurement Staff
14. Employees that report directly to me.

15. Person in our office
16. No one resolved it. I still don't know. I was told they will get back with me.
17. Not resolved
18. general services
19. other instituties
20. Financial staff
21. Me and my Supervisor
22. general services purchasing division
23. It has not been, your question first asks if problem has surfaced. The problem was NOT resolved, but to move on I checked "other".
24. General Services (not sure if this has been resolved yet)
25. Fiscal Offier (evenutally)
26. F & A is forcing our agency to do weekly proccessing taking time away from the job the state hired us to do in first place, ie enforce wildlife laws, enforce boating laws, develop wildlife habitat, ect, ect.
27. other agency personnel
28. Assistance from procurement.
29. not resolved
30. Has not been resolved still pending.
31. No One Has - there are a few exceptional people that try and help
32. Dept Directors assistant
33. have no idea if they are resolved
34. No one
35. not resolved
36. No one yet
37. Shannon Hall has helped with our issues~!

- 38. co-worker
- 39. NOT RESOLVED
- 40. Issues not resolved
- 41. HELP SESSION
- 42. staff from wave one agency
- 43. The issue have not been resolved.
- 44. Has not been resolved
- 45. still hasn't be resolved.
- 46. The issue has not been resolved
- 47. not resolved yet
- 48. Division Procurement Officer ordered them for us
- 49. don't know position title

### **Wave 3**

This question does not apply to Wave 3.